

Organizational Road Map



Grace Property Management

www.PropertyManagementSystem.org

This is a list of the most common tasks and responsibilities of a property management company. It can function as a "table of contents" for what must get done in your PM business. For more information watch video #29 - "5 Steps to Organize your PM Business" and download samples of the full System Manuals

	KRA (Key Result Area)	Position	Name	Measure of Success
1	Resident Relations	Property Manager		Receive 1 written compliment and no complaints per month
2	Owner Relations	Property Manager		Receive no complaints per month
3	Security Deposit Returns	Property Manager		Complete security deposit return within 45 days of move-out
4	Prepare / List New Properties for Rent	Property Manager		Bring vacant units back to full rent-ready condition and advertised within 10 days of move-out
5	Assistant DA with delinquent rent collection	Property Manager		No residents should be more than 30 days delinquent
6	Maintenance Coordination	Property Manager		Have all maintenance requests initiated by residents completed within 4 business days of the time a request is made
7	Phone Inquiries	Director of Leasing		Return ALL phone calls the same business day the message was left
8	Schedule Showings	Director of Leasing		Set showings with ONLY qualified prospects
9	Email Inquiries	Director of Leasing		Return all E-mails the same business day the e-mail was received
10	Showing Presentation	Director of Leasing		Get each property rented with no more than 6 showings
11	Application Processing	Director of Leasing		Have all applications processed within 24 hours and notification made to applicant
12	Lease Signing	Director of Leasing		Have lease signed and deposit paid by 8:30am the next morning after the applicant has been approved and notified
13	Move in Coordination	Director of Leasing		No problems or complaints from tenant regarding the move in process
14	Create Batch Bank Deposits	Director of Accounting		Daily deposit all payments to bank
15	Post the Daily Bank Deposit Into App Folio	Director of Accounting		Daily enter all deposits to App Folio
16	Prepare 3-day Notices	Director of Accounting		Daily create needed 3-day notices
17	Drive the Collection of Delinquent Rent	Director of Accounting		Collect 95% of all rents due by the last day of each month
18	Process NSF Payments	Director of Accounting		Daily post NSFs and create 3-day notices
19	Closeout Monthly Accounting Cycle in App Folio	Director of Accounting		Closeout the Client Trust Account monthly accounting cycle accurately per the timeline given by the VPO
20	Open Office / Greet Office Visitors	Resident Services Coordinator		Greet each visitor immediately as they enter the office and make eye contact
21	Receive and distribute mail to office team members	Resident Services Coordinator		Distribute mail daily within 2 hours of receipt
22	Resident Relations	Resident Services Coordinator		Receive one compliment and no complaints monthly
23	Data Entry for New Resident Leases	Resident Services Coordinator		Enter new leases into the App Folio software within 1 business day of receipt
24	Lease Renewal Process	Resident Services Coordinator		Have lease renewals signed and back from the resident 30 days prior to the lease expiration date
25	Resident Move-Out Coordination	Resident Services Coordinator		Work the turnover checklist and complete each item no later than the required date given on the turnover checklist
26	Repair Requests	Resident Services Coordinator		Forward all repair requests to the appropriate Property Manager within 2 business hours of receipt
27	Track and Order Office Supplies	Resident Services Coordinator		Always have the needed supplies on hand so the office never runs short on any supplies
28	Create Grace QuickBooks Checks	Accounts Payable Coordinator		Have all GM bills paid by each Friday
29	Close Grace QuickBooks Account	Accounts Payable Coordinator		Have all deposits entered and accounts in balance by the last day of each month
30	Pay Bills from Client Trust Checking Account	Accounts Payable Coordinator		Have all Client Trust account bills paid by each Friday
31	Prepare Security Deposit Refund Statements	Accounts Payable Coordinator		Complete all security deposit return statement within 48 hours of receipt
32	Drive Ex-Resident Collection Process	Accounts Payable Coordinator		Collect \$500 by the end of each month
33	Prospective Owner Marketing	New Account Specialist		Complete the Monthly Marketing Checklist (template 1o) each month.
34	Prospective Owner Follow Up	New Account Specialist		Make personal phone call contact to each owner lead within 1 hour from the time the inquiry is submitted.
35	Lease Only Services	New Account Specialist		Have 1 'lease-only' client per month.
36	A La Cart Services	New Account Specialist		Provide almost any property management service request upon request; for a fair price.
37	Sign Up Process	New Account Specialist		Have new account files completed within 24 hours of new owner requesting to work with GM.
38	Property Inspections	Vendor Coordinator		Fully complete the weekly inspection process on no less than 10 properties by end of day Friday
39	Vendor Relations	Vendor Coordinator		Ensure we have at least 3 vendors for each required category
40	Vendor Re-invoicing	Vendor Coordinator		Re-invoice all 3rd party vendor invoices within 48 hours of receipt
41	Lease Violation Process	Vendor Coordinator		Successfully resolve lease violation within 10 business day of violation being reported

42	Filing	Vendor Coordinator		Have the "To-be-Filed" box empty each Friday
43	Hiring	VP - Operations		Have fully vetted new team members ready to start work before the date they are needed
44	Team Member Coaching	VP - Operations		Conduct weekly one-on-one meetings with each direct report.
45	Payroll	VP - Operations		Have accurate payroll numbers completed by the last day of each month
46	Facilities Management	VP - Operations		All facilities shall be viewed as 'professional' and 'excellent' by the President
47	System Management	VP - Operations		Strategically implement systems and ensure their perfect execution by all team members
48	Paperwork Review/Approval	VP - Operations		Review and approve all paperwork within 48 hours of receipt
49	Personal Leadership / Management Development	VP - Operations		Attend no less than 1 business leadership conference annually and read 1 business / leadership book per month.
50	Hiring	VP - Property Management		Have fully vetted new PM's ready to start work before the date they are needed.
51	Team Member Coaching	VP - Property Management		Conduct weekly one-on-one meetings with each PM
52	Payroll	VP - Property Management		Have accurate PM commission numbers to the VPO
53	Systems Management	VP - Property Management		Meet with the PR quarterly to recommend and discuss system and process update and changes
54	Paperwork Review/Approval	VP - Property Management		Review and approve all paperwork within 48 hours of receipt
55	Owner - Client Conflict Resolution	VP - Property Management		No public negative online reviews or comments (in any form) from any owner-client per month
56	Personal Leadership / Management Development	VP - Property Management		Attend no less than 1 business leadership conference annually and read 1 business / leadership book per month.
57	Financial Health	President		Achieve 6% quarter over quarter net income growth
58	Team Health	President		Ensure the Purpose Statement and Behavioral Values are clearly understood, embraced, and practiced by all
59	Company Marketing	President		Archieve 6% quarter over quarter increase in the number of doors managed.
60	New Business Development	President		Research and implement at least two new business development plans per year
61	Personal Leadership Development	President		Attend no less than 1 business leadership conference annually and read 1 business or leadership book per month.